

In addition to getting in line at the DCD counter in person, you can also join the line remotely by checking in online through our website below, use the **QLess App**, or check-in by text between the hours of 7:20 AM and 3:45 PM. *Note: If the estimated wait time exceeds our hours of operation (M-F 4:30 PM), you will not be able to check-in remotely until the following business day.*

To check-in using the QLess App:

After you download (Android or Apple store) and open the QLess App, you will be asked to:

1. Search for: City of Cape Coral
2. Enter your First and Last name, and cell phone number, be sure to include the area code, then Choose One (Required) to Select your Line.
3. Select the correct Line:
 - Owner/Builder Permits – Choose this Line if you are an Owner Builder
 - Contractor Express Permits – Choose this Line if you need assistance with 5 or less residential permits
 - Contractor Residential Permits – Choose this Line if you need assistance with more than 5 residential permits
 - Commercial Permitting – Choose this line if you need assistance with any commercial permits (assistance with additional residential permits will also be accommodated)
 - Development Services – Choose this line if you need assistance with Site Development
 - Licensing/BTR – Choose this Line if you need assistance with your Business License
 - Licensed Permitting Services – Choose this Line if you need assistance with your Contractors License
 - Zoning/Planning – Choose this Line if you need assistance with: Land Use Inquiry, Certificate of Use, Seating, or Tent or Sign Permits
4. Answer any additional questions specific to your line
5. Click Confirm

To check-in online:

After you click the link below you will be asked to:

1. Enter your First and Last name, and cell phone number, be sure to include the area code, then click on Next.
2. Select the correct Line:
 - Owner/Builder Permits – Choose this Line if you are an Owner Builder
 - Contractor Express Permits – Choose this Line if you need assistance with 5 or less residential permits
 - Contractor Residential Permits – Choose this Line if you need assistance with more than 5 residential permits
 - Commercial Permitting – Choose this line if you need assistance with any commercial permits (assistance with additional residential permits will also be accommodated)
 - Development Services – Choose this line if you need assistance with Site Development

- Licensing/BTR – Choose this Line if you need assistance with your Business License
- Licensed Permitting Services – Choose this Line if you need assistance with your Contractors License
- Zoning/Planning – Choose this Line if you need assistance with: Land Use Inquiry, Certificate of Use, Seating, or Tent or Sign Permits

Click Here to get started: [Join the line](#)

To check-in using the Text:

Text “Cocc front counter” to 239-232-3644

1. Select the correct Line:

1. Owner/Builder Permits – Choose this Line if you are an Owner Builder
2. Express Permitting – Choose this Line if you need assistance with 5 or less residential permits
3. Residential Permitting – Choose this Line if you need assistance with more than 5 residential permits
4. Commercial Permitting – Choose this line if you need assistance with any commercial permits (assistance with additional residential permits will also be accommodated)
5. Site Development– Choose this line if you need assistance with Site Development
6. Licensing/BTR – Choose this Line if you need assistance with your Business License
7. Licensed Permitting Services – Choose this Line if you need assistance with your Contractors License
8. Zoning/Planning – Choose this Line if you need assistance with: Land Use Inquiry, Certificate of Use, Seating, or Tent or Sign Permits
9. Permit runner

2. Text the line number you want to join

You will receive a message with your estimated wait time, and another message when it's your turn. You can also text: “S” to get a status update, “L” to leave the line, “M” to get more Time or “H” for help

You will be shown your wait time and the number of people in front of you. You have In-line options to Get Directions or Leave the Line.